



FLAVOR NEWS

VOLUME 71 FEBRUARY 2020



COMMITTED TO CUSTOMERS

2019 SERVICE STATISTICS

We know you work hard each and every day to move forward — to succeed, to grow, and to give consumers the products they need and crave. You deserve a partner who makes your job a little easier. At FONA, that is exactly what we strive to do. We are driven by our seven core values and among those values is partner-centricity. It's a focused effort to put you and your needs at the center of everything we do.

With that in mind, we present our 2019 Service Statistics. They show our commitment to keeping your products safe and your consumers happy, while delivering fantastic taste and groundbreaking ideas. Your priorities are our priorities. Let's talk. Reach out to feedback@fona.com with comments or questions. We're listening.



2019 SERVICE STATS

REFLECTING OUR COMMITMENT

TO SERVE YOUR FLAVOR NEEDS

AND HELP YOU GROW!

Audit-Ready

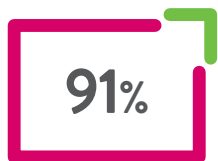


SQF
audit score
97/100
EXCELLENT RATING

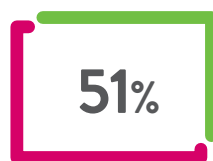
SQF
level
3

AIB
audit score
975

Regulatory



DOCUMENTS
COMPLETED IN LESS
THAN 24 HOURS



REGULATORY
DOCUMENT REQUESTS
PROCESSED IN UNDER
AN HOUR



OVERALL AVERAGE
TURNAROUND TIME
FOR REGULATORY
DOCUMENTS

Flavor University®

612

PEOPLE ATTENDED
ONE OF 14 FLAVOR
UNIVERSITY® CLASSES

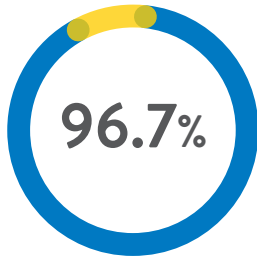
6.8

OUT OF 7.0:
AVERAGE CLASS
SCORE FROM ATTENDEES

300

COMPANIES/ORGANIZATIONS
WHO SENT PEOPLE TO
FLAVOR UNIVERSITY

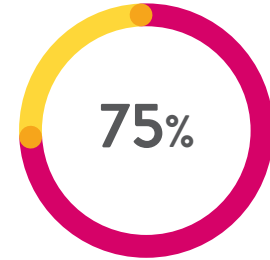
New Product Development



QUOTES DELIVERED
IN LESS THAN 24 HOURS

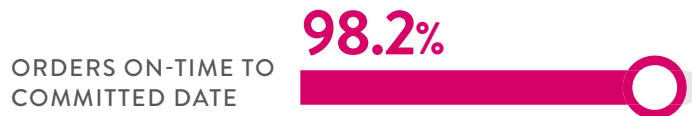


QUOTES DELIVERED
IN LESS THAN 48 HOURS



PROJECTS DELIVERED
IN 10 DAYS OR LESS

Order Fulfillment



Community Connections

EQUIVALENT OF
PROFITS DONATED
TO CHARITY

20%



1,574

STUDENTS AND
EDUCATORS LEARNED
ABOUT FOOD AND
FLAVOR SCIENCE AT
40 *DISCOVER FONA*
SESSIONS

36

NUMBER OF GROUPS
(REPRESENTING
64 COMMUNITIES +
4 STATES) SUPPORTED
BY *DISCOVER FONA*

83

VOLUNTEER HOURS
AND \$5,500+ OF
EMPLOYEE DONATIONS
TO NORTHERN ILLINOIS
FOOD BANK

Sample Services + Industrial Performance

SAMPLES
CREATED

18,902

SAMPLES SHIPPED
IN LESS THAN 24 HRS

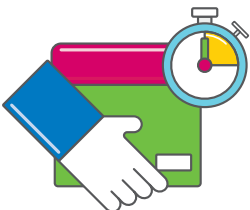
85%

SAMPLES SHIPPED THE
SAME DAY THEY WERE
REQUESTED

41%

LEAD TIME ON FORMULA
REVIEWS BY INDUSTRIAL
PERFORMANCE TEAM

48 HRS OR LESS



2019 Awards

INC. MAGAZINE BEST WORKPLACE IN THE NATION



For the first time, FONA was honored to be recognized as one of the best workplaces in the nation by *Inc. Magazine*. The *Inc. Magazine* Best Workplace award is "uniquely designed to recognize successful businesses that value company culture, offer standout worker benefits and prioritize employee well-being."

GREAT PLACE TO WORK & FORTUNE MAGAZINE RECOGNITION



In 2019, *Fortune magazine* and Great Place to Work honored FONA on three separate lists of small/medium companies.

- #2 workplace in Manufacturing & Production
- #8 workplace in Chicago
- #77 workplace in the nation overall

BEST & BRIGHTEST 14 YEARS RUNNING



For the 14th year in a row, FONA was named one of Chicago's 101 Best & Brightest Companies to Work For. We also received:

- Elite Award for Compensation, Benefits & Employee Solutions
- National Winner, Wellness
- National Winner, Overall 101 Best & Brightest

Community Investment

1 "We gave a voice to **600 CHILDREN** who otherwise would not have had the support they needed. We have trained HUNDREDS of CASAs (Court-Appointed Special Advocates) thanks to the use of FONA's facility."

-Gloria Kelley, Executive Director of CASA Kane County

2 "This past year we've had the opportunity to **IMPACT THE LIVES OF HUNDREDS OF LOCAL YOUTH** from low-income communities through our summer camp and school year programs.

We are so grateful for the generous support of FONA and the participation of FONA employees throughout the year. Thank you for helping to make this kind of impact!"

-Jay Curtis, President & CEO of Fox Valley Christian Alliance

3 "Tuskegee NEXT thanks its community partner, FONA, for its unwavering investment in the future of aviation.

Through corporate visits, donations, mentorship and more, FONA distinguishes itself as a company who cares and we appreciate their support as we continue to **TRANSFORM THE LIVES OF AT-RISK YOUTH** through aviation education, life-skills training and education assistance in honor of the Tuskegee Airmen."

-Dominique A. Scott, Interim Executive Director of Tuskegee NEXT Foundation

YOUR PRIORITIES ARE OUR PRIORITIES. LET'S TALK.
FEEDBACK@FONA.COM



PROMOTIONS



CRAIG GLOVER

VICE PRESIDENT OF SALES

Joining FONA in 2019, Craig has quickly demonstrated his over 25 years of sales and business leadership experience with a strong vision for FONA's sales organization growth. As head of Sales, Craig will work with our Account Executives and Inside Sales team to lead our sales efforts and serve our valued FONA customers. Joining the Executive Leadership Team, Craig will be a strong voice of our sales team and customers at the executive level.



KATIE BUSS

DIRECTOR OF SENSORY | SENSORY SCIENCES

An employee at FONA for 13 years, Katie continues to prove her talents and commitment to excellence, continually implementing various sensory testing models and delivering data that helps FONA's customers grow and succeed. In her new role, Katie will be fully responsible for advancing FONA's Sensory Sciences capabilities and team.

NEW HIRES



DR. LINDSEY SZYMCZAK

SCIENTIST | RESEARCH & INNOVATION

Lindsey joins FONA's Research & Innovation team as Scientist, where she will utilize her expertise in instrumental analysis to support advancement of flavor analysis and data-driven flavor design. Author of eight scientific manuscripts, Lindsey has a B.A. in Biology and Chemistry from Cornell University and a PhD in Chemistry from Northwestern.



JASON STEVENS

CHANNEL DEVELOPMENT MANAGER | SALES

As Channel Development Manager, Jason will hold a customer-facing leadership role focused on fostering relationships with valued partners, particularly in the beverage segment. Jason will use his decades of experience in the nutrition industry – most recently serving as Global Sales Director – to serve FONA's partners with excellence.



LYDIA SUAZO

SR. ACCOUNT EXECUTIVE | SALES

Bringing diverse experience in sales and business development, Lydia joins FONA with previous experience as a Director of Business Development as well as success in multiple food and flavor companies. Lydia will work to develop beneficial partnerships with customers in segments such as beverage, bakery, and savory applications accounts across eastern and southern U.S.

Chairman's Corner

RESULTS COME FROM CHOICES



As FONA embarks on a new year and in fact a new decade, I'm filled with gratitude and excitement. We recently had our annual FONA Academy Awards where new leaders and established subject matter experts were celebrated for continually "lifting the heavy end of the box."

Throughout the year these MVPs made choices. Some were small choices, and some may have been difficult. They chose to stay late and get one more regulatory document to a customer who needed it, or to lend a helping hand to a co-worker, and to work tirelessly toward growth and excellence for FONA. These choices are so critical. Any results that FONA has seen – or ever will see – come from choices. I'll say it again: **Results come from choices.**

It's thrilling to see so many new leaders emerge throughout FONA, all ready to serve our customers with dedication and partner centricity. And truly, customers are absolutely the most important part of the work we do. We would not exist without them. We have to make the right choices to help them grow, and to help them face their challenges head-on.

"Making the right choices" does not mean that we are afraid of making the wrong choice, of course. Failure is an opportunity to learn, and is the easiest thing to fix. Mediocrity however is much more insidious. The worst thing that we can do as business leaders is to freeze—to refuse to make a choice, because we fear failure. When it comes to fight, flee or freeze – I choose fight.

We choose to fight on behalf of our customers in this new decade, to help you secure the future of your products, your brands, and most importantly, your consumers.

As I shared with the FONA team recently, you cannot get anywhere in our industry unless your customer knows you, likes you, and trusts you. Thank you for your trust in FONA.

Let's take on 2020, together.

JOSEPH SLAWEK,
Chairman & CEO

FLAVOR NEWS

FONA INTERNATIONAL'S QUARTERLY NEWSLETTER

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Stay connected to the latest FONA news and flavor trends.



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STAY IN THE LOOP

Keep up-to-date on our latest flavor events and news. Send your email address to signup@fona.com.

FLAVOR NEWS

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Truly, expertise in every flavor.

If you're contending with taste hurdles, it's time for Optify, FONA's suite of taste modification solutions.

- *Backed* by decades of taste modification experience
- *Validated* with cutting-edge technology
- *Delivered* through a customized approach.

LET'S TALK.

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taste modification technology